

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA  
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER	<input type="checkbox"/>	DATE	<u>April 24, 2013</u>
MOTOR CARRIER MATTER	<input type="checkbox"/>	DOCKET NO.	<u>2012-359-C</u>
UTILITIES MATTER	<input checked="" type="checkbox"/>	ORDER NO.	<u>2013-275</u>

**THIS DIRECTIVE SHALL SERVE AS THE COMMISSION'S ORDER ON THIS ISSUE.**

**SUBJECT:**

DOCKET NO. 2012-359-C - Petition of Frontier Communications of the Carolinas, Incorporated for Waiver of SC Regulation 103.631(B) Regarding the Distribution of Telephone Directories - Discuss this Matter with the Commission.

**COMMISSION ACTION:**

On October 2, 2012, Frontier Communications of the Carolinas, Inc. requested that this Commission grant them a waiver regarding their distribution of printed white pages. In that request, Frontier informed us that "it is not a responsible use of resources for Frontier to continue providing these directories on an unsolicited basis to all households and businesses in its service territory." In Order No. 2013-33, based on the representations made in the request, this Commission granted a waiver to Frontier allowing them to cease general distribution of printed white pages directories for their exchanges in South Carolina. As stated in the company's request, every customer is entitled to a directory on request and that directory may be in the format of the customer's choice, i.e., either printed, on CD-ROM or online.

As a condition of that approval, the Commission requested that the Company furnish to the Commission a copy of the printed and bound white pages directories, the CD-ROM white pages directory and the link to the free online white pages directory.

On February 28, 2013, Frontier filed a status update regarding Order No. 2013-33. This status update indicated that the printed directories were published on a staggered basis throughout the year and would be provided to the Commission as published, as would the CD-ROM white pages directories, with the first of the directories scheduled for publication by the date of the letter. Also, the status update indicated that the online white pages could be found at <http://frontierpages.com>.

On March 13, 2013, the Commission issued Directive Order No. 2013-144, noting that the waiver was issued on condition of Frontier furnishing the printed and bound white pages directories, the CD-ROM white pages directories and the link to the online white pages directory. The Commission understands that the directories are published on a staggered schedule and that neither the printed directories nor the CD-ROM will be available until the new directories are published. Also, following the referenced weblink leads to a page including the text: "Looking for your White Page Residential Listings?" Clicking on that link -- [www.frontier.com/whitepages](http://www.frontier.com/whitepages) -- leads to a map and a drop down box that make it appear that online residential white pages are not available for South Carolina. Frontier was directed to modify the web site to include telephone numbers of South Carolina customers by April 8, 2013. By filing dated April 5, 2013, Frontier indicated that its web site included a listing for all South Carolina Frontier customers that have a listed number. However, the link [www.frontier.com/whitepages](http://www.frontier.com/whitepages) continues to fail to indicate to customers that online white pages are available for South Carolina. That modification has not yet been made.

Frontier's April 5 filing also now informed the Commission that it had not made the change-over indicated in its February 28 letter and as originally requested last October, due to time constraints, but

that it intends to go electronic "in the future." As a result, I move that this Commission rescind the referenced waiver until such time as Frontier has modified the web page to indicate that online white pages directories are available for South Carolina, has determined the schedule for the change-over of its exchanges, and has provided that schedule to the Commission, along with the dates by which it will provide the Commission with the white page directory and CD-ROM for each exchange.

PRESIDING: Wright

SESSION: Regular

TIME: 2:00 p.m.

	MOTION	YES	NO	OTHER
FLEMING	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HAMILTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
MITCHELL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WHITFIELD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WRIGHT	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

(SEAL)

RECORDED BY: J. Schmieding

